



Caregiver Services Corps

NOW OPEN FOR ALL PRIMARY CARE PRACTICES STATEWIDE

- The Maryland Department of Aging has implemented a new ***Caregiver Services Corps (CSC)*** for older adults aged 65 and above.
- The service is designed to quickly deploy volunteers to the homes of older adults who need urgent assistance with everyday tasks. CSC is not intended to provide ongoing service solutions for older adults but rather to address pressing needs that are temporary such as: an older adult needs help with prescription medications, or a family member who cares for their elderly loved one can't check in on them the next day.
- People should always work directly with their primary care physician or insurance company to arrange for services that address ongoing long-term needs (i.e., those that are for more than a few days).
- **All primary care practices in the State can refer patients to the program now. There will be a public announcement of the program within the next few days.**
- The objectives of the service include:
 - Provide back-up support to informal caregivers of older adults (family or friends) who are unable to provide care due to their own illness, exposure to COVID19, or other temporary constraint.
 - Provide access to volunteers who can assist older adults who, due to the impacts of COVID19, have suddenly found they need help with everyday tasks.
 - Prevent hospitalizations of older adults that may be a result of lack of needed care in their homes.
- If you or someone in your organization identifies a senior with pressing needs related to help with everyday tasks, please utilize this CSC service by dialing **800-337-8958** to reach the call center directly.
- When the program is opened to the public, older adults and people who assist older adults with everyday tasks can access the service by dialing **2-1-1**. The 2-1-1 operators will transfer the caller to the **CSC** call center.
- The **CSC** call center is staffed with trained specialists who are available 7 days a week and can quickly evaluate care needs for older adults and identify volunteer caregivers and other the resources to deploy to their homes.
- The **CSC** volunteers can perform tasks such as:
 - Assist with the individual's self-administration of medications
 - Help with ambulation or transferring
 - Assist with bathing and completing personal hygiene routines
 - Deliver prescription medications or essential groceries
 - Aid with telehealth appointments